

CSC Adopted: October 2001, CSC Revised:**Class Title: Senior Microcomputer System Analyst****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Provides technical and professional work for all city departments, providing microcomputer software and hardware support. Interfaces with vendor representatives and city personnel to maintain effective functioning of software, hardware, and networks. Assists with training staff in the use of computer technology.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Diagnoses and resolves computer problems by researching, evaluating, recommending, installing, repairing, and maintaining selected hardware and software, solving problems related to mainframe emulation software, providing advanced technical support for city standard software and operating systems and completing assigned work requests.
2	S	Provides advanced help desk support to City agencies. This support includes providing resolutions over the telephone to problems, microcomputer hardware and software, network security issues, and other assigned support areas.
3	S	Provides advanced technical support to Information Technology staff and City agencies for microcomputer systems hardware and software; provides advanced technical support to other Information Technology bureaus with cross-bureau projects; researches, tests and implements new hardware and software technologies; and meet with City agencies to provide technical coordination assistance.
4	L	Maintains City-wide microcomputer hardware inventory, maintains surplus and disposed microcomputer equipment logs, maintains spare parts inventory, and maintains technical and installation files for Microcomputer Systems support staff on City servers.
5	S	Creates, documents, and modifies microcomputer hardware and software installation and troubleshooting procedures and provides assistance to other Information Technology bureaus with writing instructions to City agencies to implement installations, upgrades, and fixes.
6	L	Provides twenty-four hours, seven days a week on-call assistance to help resolve problems with emergency operating systems, microcomputers and other system support issues.

CSC Adopted: October 2001, CSC Revised:**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Three years experience in computer hardware and software support.
Certifications and Other Requirements	Valid Driver's License, Computer A+ Certification.
Reading	Work requires the ability to read technical manuals, trade journals, reports, memorandum, and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, as well as calculations for geometry and statistical problems.
Writing	Work requires the ability to write technical descriptions, technical operating procedures, business letters, memorandum, and general correspondence.
Managerial	Managerial responsibilities include planning equipment installations and upgrades, scheduling and monitoring work projects, and researching and preparing budgetary documents.
Budget Responsibility	Prepares documents and conducts research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, citizens and sales representatives.

CSC Adopted: **October 2001**, CSC Revised:**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Operating and storing equipment, consulting with clients
Sitting	F	Computer, desk work
Walking	F	To/from office equipment
Lifting	F	Computers, monitors, printers, technical manuals
Carrying	F	Computers, monitors, printers, technical manuals
Pushing/Pulling	O	Cables in ceilings
Reaching	O	Cables in ceilings
Handling	F	Equipment, tools, computers, monitors, printers, technical manuals, cables
Fine Dexterity	F	Computer keyboard, installing cables
Kneeling	O	Installing cables, setting up computer equipment
Crouching	O	Installing cables, setting up computer equipment
Crawling	O	Installing cables, setting up computer equipment
Bending	O	Picking up computers, monitors, printers, equipment, installing cables
Twisting	O	Installing cables
Climbing	O	Ladders, stairs
Balancing	O	Ladders, stairs
Vision	C	Computers, desk work, installing cables, reading
Hearing	C	Staff, clients, vendors, supervisors
Talking	F	Staff, clients, vendors, supervisors
Foot Controls	N	
Other (specify)	N	

CSC Adopted: **October 2001**, CSC Revised:**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Hand tools, drill, cable terminating tools, multimeter, cable testers, Network analyzers, computers, Standard Microsoft Windows and Office software, laser or inkjet printer, scanners, fax machines, barcode readers, UPS units, Unix, Print Shop, Corel Draw, DRA integrated library software, Internet browsers, telephone

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	W	Dirt and Dust	W
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	W	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	S		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

**PROTECTIVE EQUIPMENT REQUIRED:**

Eye protection

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

(3)